

DD
85-1758/13

MEMORANDUM FOR: Executive Officer, Office of Current Production
and Analytic Support, DDI

FROM: [REDACTED]
Chief, Headquarters Operations, Maintenance
and Engineering, OL

SUBJECT: After-Hours Repair Service

REFERENCE: Your Memo dtd 14 May, Same Subject

1. The referent memorandum, in paragraph 4, raises a serious question regarding the Office of Logistics' (OL) ability to support the Headquarters facility and its critical operations. Needless to say, we take strong exception to that inference.

2. The incident identified in the referent memorandum involves a requirement to change an electrical circuit supporting a Kodak copy machine from 220 volt three-phase to single-phase current. According to the attached record, the service request was received by the Service Call Coordinator (SCC) (extension [REDACTED]) at 1753 hours, 10 May 1985. As this was after normal duty hours, the caller was advised that an electrician would have to be called in to do the work. At that time a call was made to the electrician on standby. We understand that, concurrent with this request, [REDACTED] of this Division, personally met with you and it was agreed that the work would be accomplished by noon, 11 May 1985. Mr. [REDACTED] communicated this information to the SCC who in turn notified the electrician. The record indicates that the work was performed as scheduled Saturday morning, 11 May. Interviews with the personnel involved confirm this fact.

3. The attached record also indicates that a second call was received at 0905 hours, 11 May. Although differently worded, this is understood to be a duplicate of the 10 May call.

OL 10087-85

SUBJECT: After-Hours Repair Service

4. In short, the record and interviews with the various OL and contractor personnel involved indicate that there was a coordinated and appropriate response to this problem. However, the referent memorandum draws on the foregoing to raise a substantial doubt concerning OL's ability to provide a rapid response in the event of an electrical emergency or presumably for other emergencies as well. In fact, OL has been responsible for such support since the Headquarters Building was first occupied; and while we take pride in our record, we also feel we now are in a better position to provide that support than we have ever been.

5. The SCC is a recent innovation established to provide coordinated and timely response to a broad range of facility-related requirements. A watch engineer is maintained in the building during non-duty hours and a call-in roster is maintained to provide augmentation in event of a bona-fide emergency. In addition, the powerhouse is manned 24 hours a day with skilled personnel (including electricians) who can also respond quickly; however, these personnel have primary responsibility for the powerhouse. Finally, the OL staffs duty officers at both the Office and the Division level. These personnel may be reached through the Security Duty Office, extension

6. We believe that the system described above provides an excellent capability to respond to a wide range of emergencies affecting the Headquarters Building and its operations. Due in no small part to the perturbations caused by the new building construction, we have had several recent opportunities to activate the system and have found it to be responsive.

7. We trust the foregoing responds to the points raised in the reference. Either members of this Division or I would be pleased to further discuss this matter and the underlying issues.

Attachment: As stated

cc: Executive Officer, DDA
Chief, Support Services Center, MPS/DI
Director, CPAS
Chief, CPAS Operations Center

Allied Work Orders

Work Order No. : 550149
Allied Date Rec'd : 05/11/85
Time of Call : 0905
Requestor :
Telephone Ext. :
Directorate : DDI
Office : CPAS
Location : 6F39
Description : KODAX PRINTER NEEDS NEW POWER SOURCE(UNIT#17)
Description Keyword : POWER
Department : EL
Send to SPC? : c
Priority : T
Due Date : / /
Status : completed on 11 May 1985
Date Complete : 05/11/85
Man Hours : 001.00

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Allied Work Orders

Work Order No. : 520126
Allied Date Rec'd : 05/10/85
Time of Call : 1753
Requestor :
Telephone Ext. :
Directorate : DDI
Office : CPAS
Location : 6F39
Description : 220 Circuit needs to be reversed
Description Keyword : Circuit
Department : EL
Send to SPC? : c
Priority : 2
Due Date : / /
Status : completed(same as W.O. 550149)
Date Complete : 05/11/85
Man Hours : 000.00

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